

Headquarters Air Force Personnel

Center
Integrity - Service - Excellence

Personnel Services Delivery (PSD) Transformation





Overview

- **Why PSD?**
- **What's the vision?**
- **What is PSD transformation?**
- **How will this work?**
- **Where are we now?**
- **What this means to you?**
- **How do you get ready?**



Why Transform Personnel Service Delivery?

Mission-critical requirements are driving need

- **Presidential mandate** to achieve significant operational efficiencies
- **Mandatory force reallocation**: Redirect manpower resources to warfighting capability ("bureaucracy to battlefield" ... SecDef)
- **Improve quality of personnel services** delivered to Total Force
- Realize the **Force Development construct**
- Support Air and Space Expeditionary Force - **"Improve our READINESS"**
- Technology creating demand for **anytime, anywhere -- self-service**



The Way Ahead

Total Force Agreement...

1. Total Force process redesign and implementation.

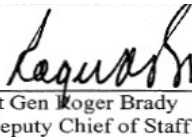
All process redesign based on a consistent methodology and AFSO21.

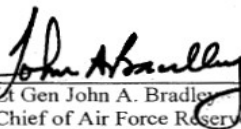
2. A common set of applications for self-service and contact center platforms.

By FY11, PSD will have an integrated contact center platform, leveraging a unified knowledge base, IVR solution, case management tool and analytics. Validate stretch goal of directing at least 85% of all transactional personnel work to self-service channels by FY11.

3. Virtually connected Total Force Service Centers (TFSCs - Denver and San Antonio) servicing Active Duty, Air National Guard, Reserve, and Civilian population, with a single PSDT strategic integrator.

Connected by a single Total Force PSDT strategic integrator.


Lt Gen Roger Brady
Deputy Chief of Staff
(AF/A1)


Lt Gen John A. Bradley
Chief of Air Force Reserve
(AF/RE)


Lt Gen Craig R. McKinley
Director of Air National Guard
(NGB/CF)



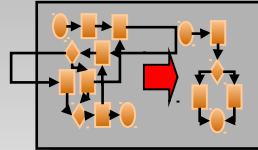
What is the Goal?

Our goal with Personnel Service Delivery Transformation is to provide better customer service with fewer people. Better customer service means providing 24 hour-a-day/ 7 day-a-week accessibility to conduct the majority of personnel transactions while still retaining (and enhancing) the role of personnelists as advisors to Airmen



How Will We Realize The Vision?

Process



Redesign Personnel Service Processes to streamline and eliminate non-value added steps & reviews; adapt commercial sector best practices

People



Recast Field Personnel Organizations and Career Field to shift the focus of manpower and personnel experts from transactions to a more strategic advisory role

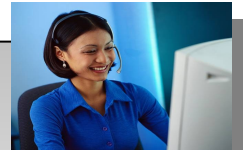
PSD

Technology



Modernize DP Technology to maximize customer self-service capabilities through Web and telephone systems, integrated databases, electronic forms

Organization



Create a Centralized, Enhanced Contact Center and shared services organization to perform routine transactions and route more complex matters to specialists when needed



Transformation is Not New



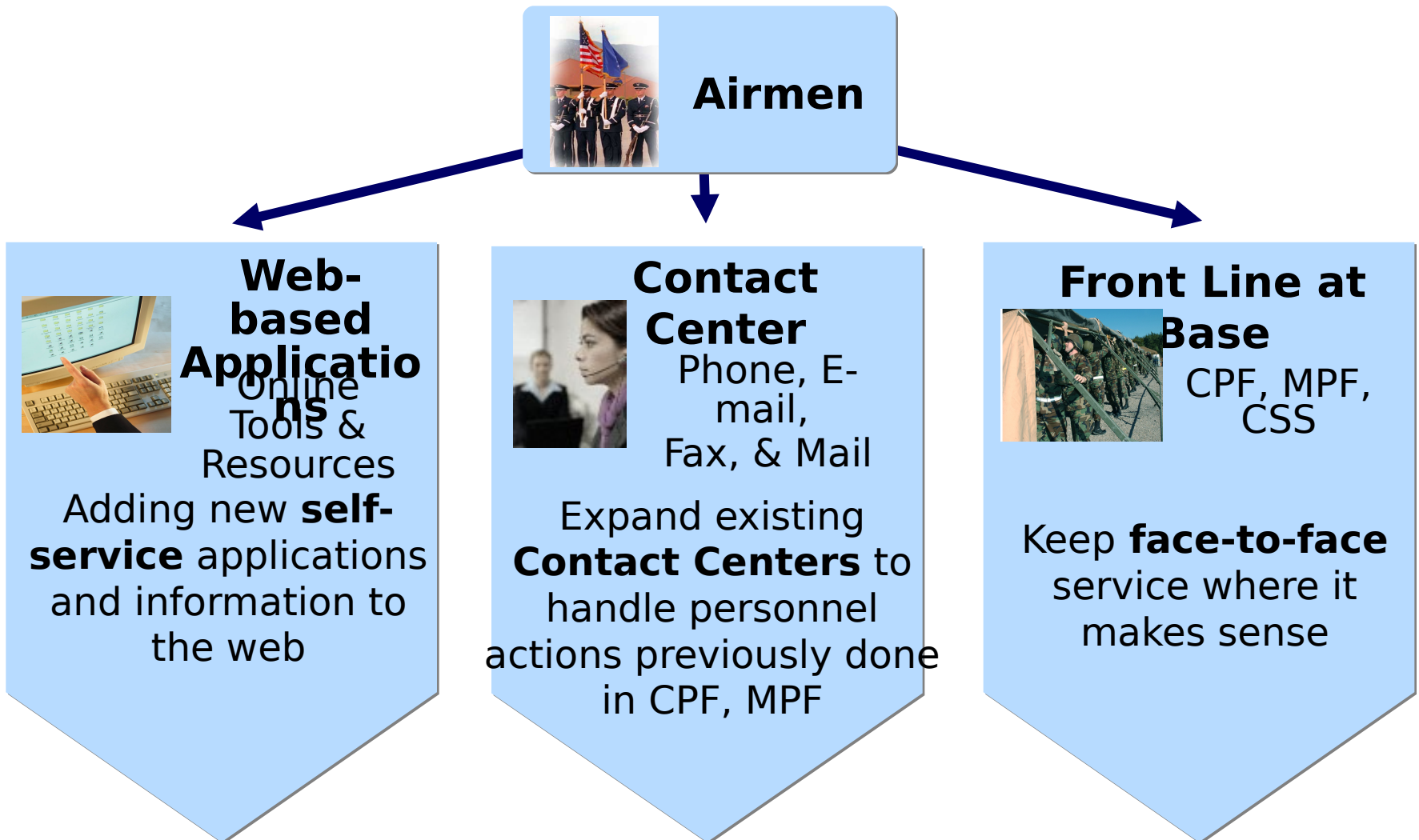


What Is PSD Transformation?

- **Personnel Service Delivery (PSD) Transformation is the Air Force-wide personnel and manpower program to:**
 - **Reengineer processes and organizations, to ensure delivery of the right people, at the right place, at the right time**
 - **Improve operational efficiency, effectiveness, and customer satisfaction**
 - **Improve accuracy and availability of information**
 - **Enable most effective use of resources - budget and people**

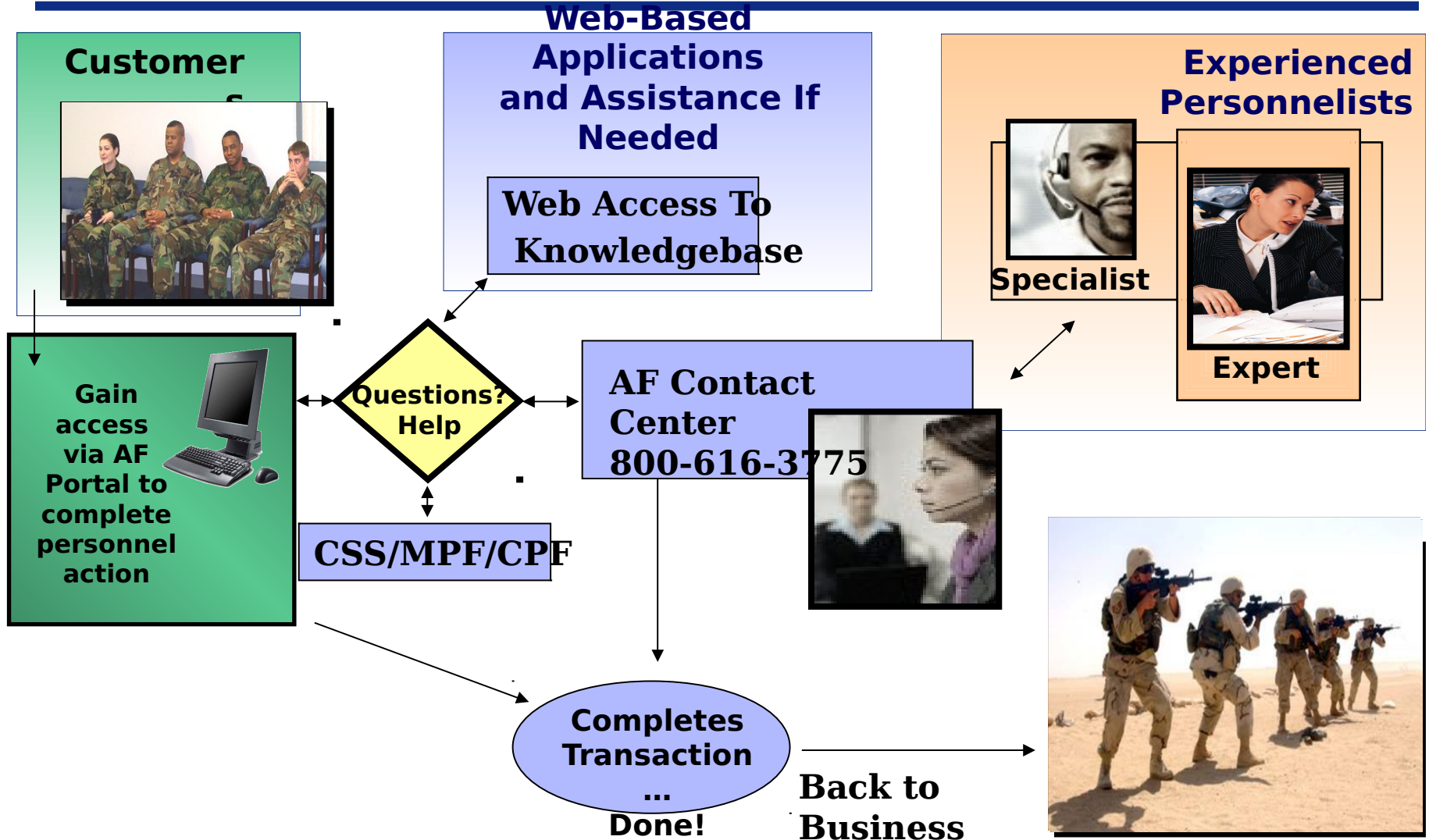


How Will It Work?





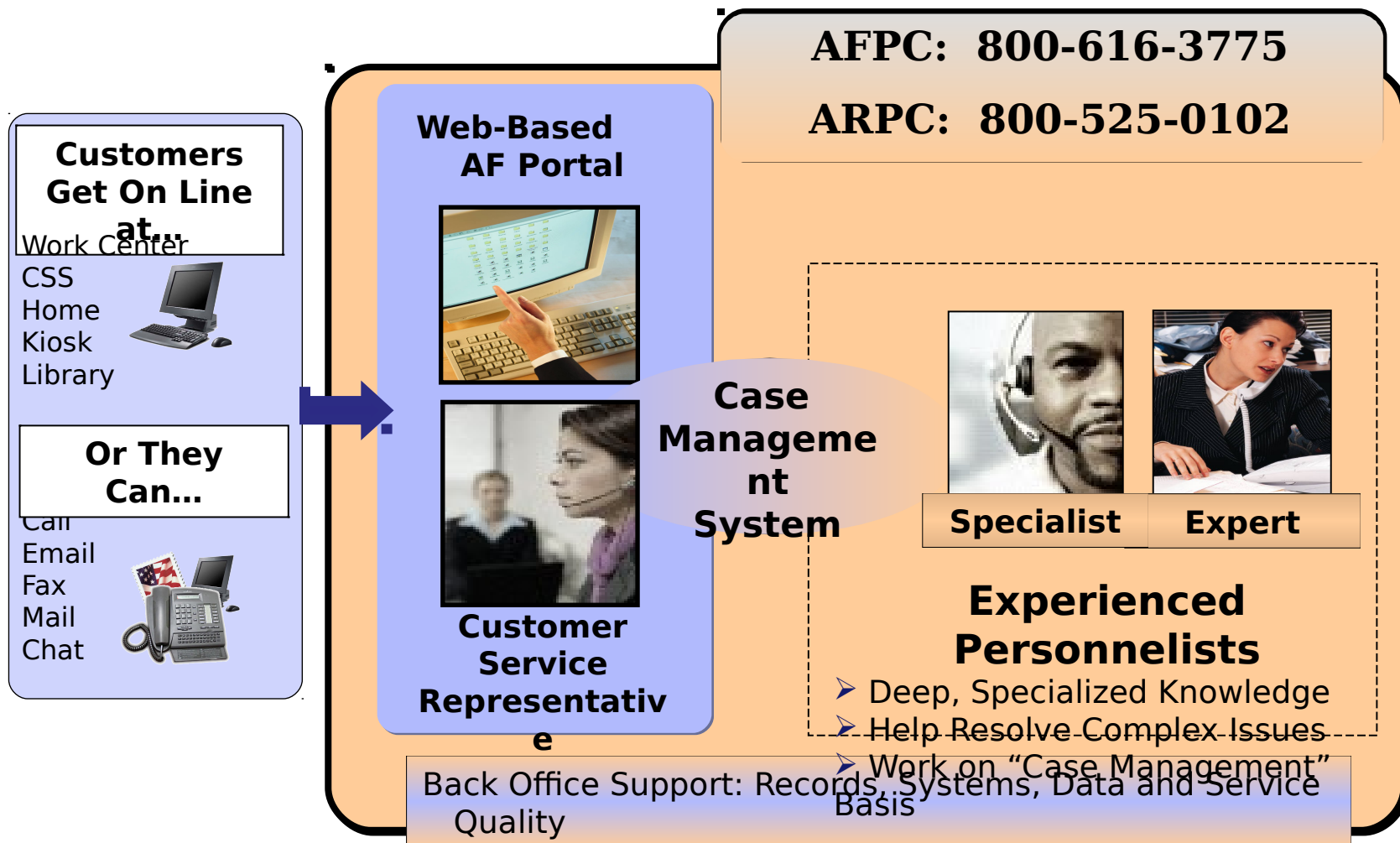
How Will it Work?





How Will it Work?

Contact Center Expansion

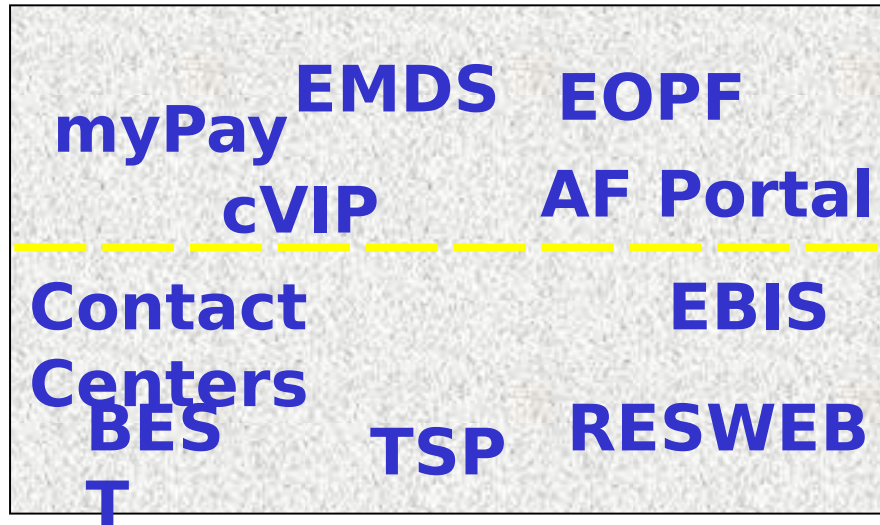




Civilian Personnel Service Delivery Transformation - Where are we now?



PSD: Concept isn't new



These are just a few examples of how customers are using technology

PSD
Transformation continues this effort:

More services will be made available online or through a contact



Civilian PSD -

Where Are We Now?

- **Civilian PSD workshops completed**
 - **Employee Development & Training - 3-14 Apr 06**
 - **Personnel Data Systems Administration - 3-14 Apr 06**
 - **Labor and Employee Relations - 18-28 Apr 06**
 - **Staffing and Classification - 1-19 May 06**
 - **MAJCOM A1 Restructuring - 12-16 Jun 06**
- **AFMA final report expected 31 Aug 06**
- **DPSI reviewing initial results**
 - **Capturing work shop initiatives**
 - **Will propose a way ahead to implement**



What Does PSD Mean to You? The Customer

- **Improved access to more accurate information**
 - 24/7 service via the Web and/or the Contact Center
 - World-wide access
 - Immediate access to personal data & general information
- **More direct control over career-affecting matters through use of technology, becoming less dependent on CPF similar to transition to EBIS or MyPay**
- **Less need for travel and waiting**
- **Continued access to speak directly with experts at base level and the Contact Center**



**Less time waiting
means more
productivity!**

**Enabling
Warfighters!**





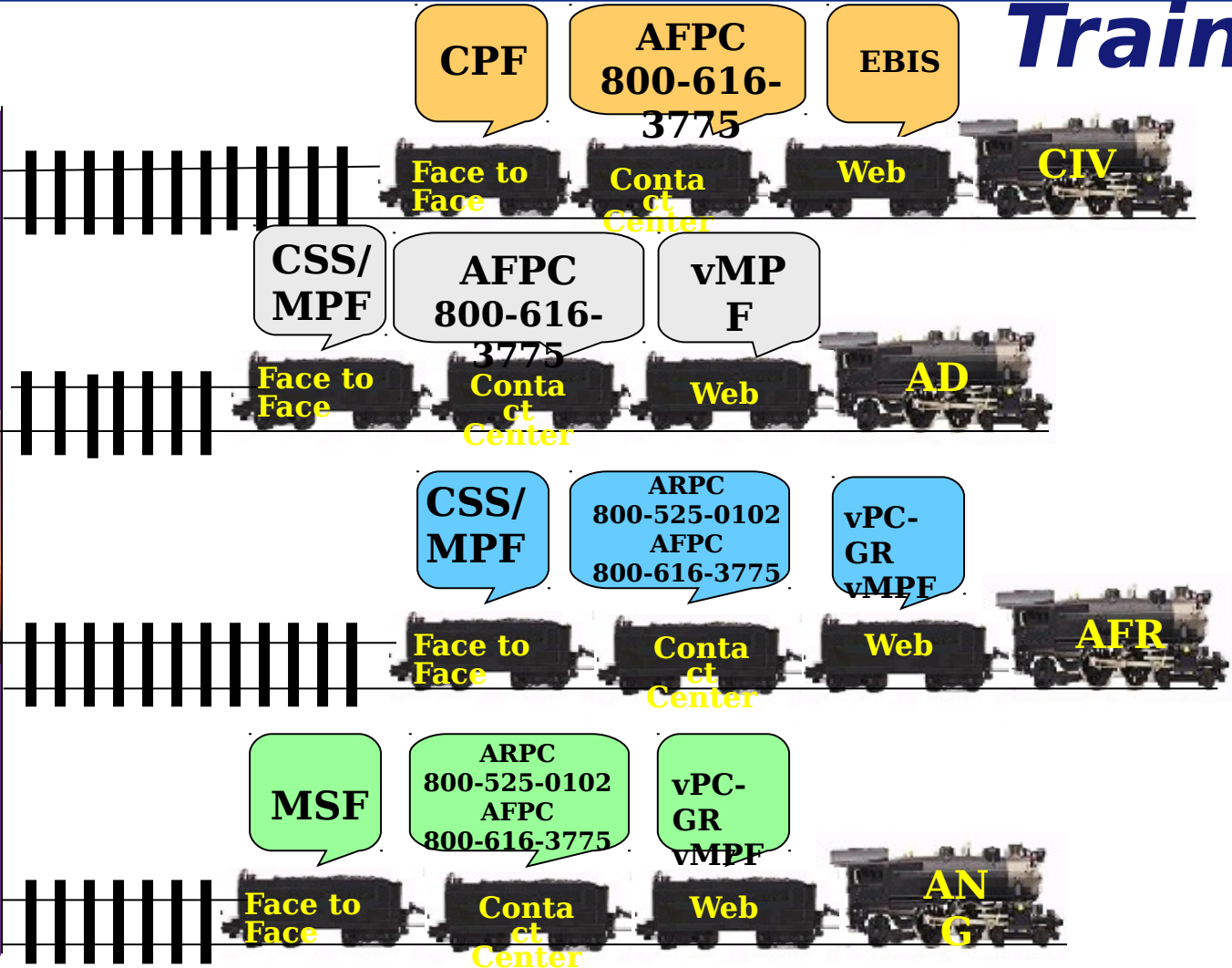
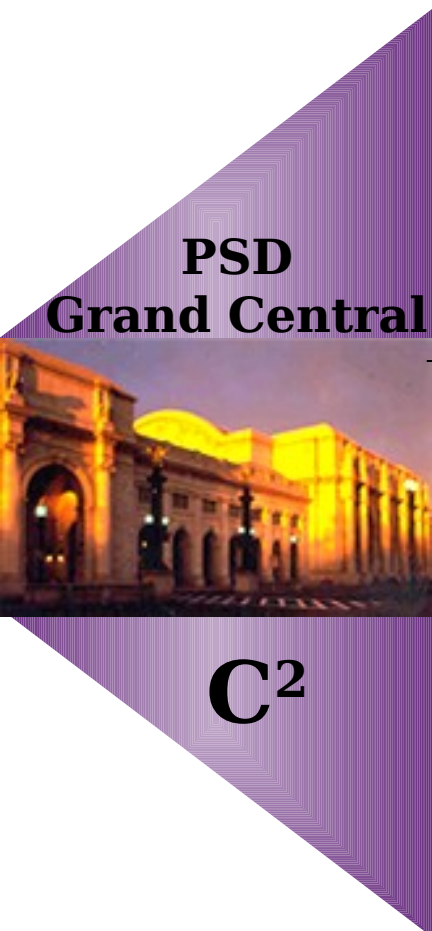
How Do You Get Ready?

- **Make sure your AF Portal account is active and up to date**
- **Find computer/phone access - on base or at home**
- **Understand CPFs are getting smaller**
- **Stay Informed!**

Prepare Now—Be Ready for Tomorrow



Personnel Service Delivery Fast Moving Improvement Trains





Questions



Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"



U.S. AIR FORCE